

FREQUENTLY ASKED QUESTIONS - GENERAL

1. **What is Maybank2u mobile app?**

Maybank2u mobile app is the mobile app version of our Maybank2u (Internet Banking). Discover a whole new way of accessing your banking needs via Maybank2u app on your smartphone or tablets.

2. **Do I need to be a Maybank customer in order to use Maybank2u app? Do I need to register for Maybank2u app?**

You must be an existing Maybank2u (Internet Banking) customer to use this service but there is no need for any registration. Simply download the Maybank2u mobile app at App Store (iOS) or Play Store (Android) and login using your existing Maybank2u username and password to perform banking transactions from your smartphone or tablets.

The app however is not limited to Maybank2u customers. Non-Maybank2u customers will also be able to use the app to get updates on latest credit card promotions, locate nearest Maybank promotions & locations, receive mobile transfer and many more.

3. **How do I apply for Internet Banking Services if I do not have access to Maybank2u?**

If you do not have access to Maybank2u, you have to first apply for Internet Banking services at any of the Maybank Branches or ATMs.

4. **Are there any charges for using Maybank2u mobile app?**

Maybank2u mobile app is free. However, there are charges levied for selected transactions such as bill payments and fund transfers as well as charges imposed by your mobile service provider for internet data.

5. **What are the minimum mobile device requirements to use Maybank2u mobile app?**

Minimum requirements to use Maybank2u mobile app includes:

- a. Data connection. This can be either via WAP, GPRS, EDGE or 3G/4G-connection. Please contact your mobile service provider to activate your data connection.

1. Device Operating System (iOS - version 6 and above. Android - version 4 and above).

Note: We recommend that you update your device operating system as well as the app regularly to ensure you are running the app at its optimum.

6. What to do if there are problems with app download?

For initial troubleshooting measures, please try the following steps:

- a. Restart device - Many common download issues can be fixed by turning off, restarting device and trying to download the app again.
- b. Check data connection - A strong internet connection (Wi-Fi or mobile data) is required to download the app. Please try to download the app again when the internet connection is strong.
- c. Check device's available storage - Some device may be running low on storage space. Please uninstall other apps or delete items like pictures or videos to free up storage space. The problem could also be attributed to multiple suspended apps running in the background. This is known as multitasking and can use up a lot of the device's free memory. Try closing down unused apps to free up memory and resources.
- d. Clear cache & data - Clear cache and data on the Apple Store or Play Store and try the download again.
- e. Remove and re-download the app

If the problem continues, additional troubleshooting and dedicated support is available from the respective App store team.

- For Apple iOS users, please go to iTunes Store Customer Support (<https://www.apple.com/support/itunes/contact/>)
- For Android users, please go to Google Play Help Centre (<https://support.google.com/googleplay/>)

7. Why does Play Store says "Device not compatible" when trying to download the Maybank2u mobile app?

Here are some possible causes and the temporary workarounds.

- a. Some devices (especially the lower end devices e.g. Lenovo) have smaller than 50 MB Cache Partition size.
Suggests clearing Play Store data from your device and then try to re install the app. To do this, go to Settings > Application Manager > All > Google Play Store > Clear data.
- b. Device does not support GPS
App requires GPS in order to use Around Me, Promotions and Locate Us services. If Play Store detects device does not have this feature, the message "Device not compatible" is displayed.

8. **Why do I get the error message "Username cannot include special characters except underscore bar and full stop?"**

Most devices enable the auto-complete when user types. If customer enables the auto-complete feature, a space is appended at the end of the username which causes the error. Please remove the space after the username.

9. **Is Maybank2u Mobile Banking App secure?**

Yes. Maybank2u Mobile Banking App gives you the same security features as Maybank2u Internet Banking.

- Access to banking services is protected by a secured login procedure using passphrase and security image to provide strong authentication. Challenge Questions is also imposed to authenticate transactions that are deemed high risk.
- Sensitive data such as password or transaction information will be transmitted on public network through secured protocols SSL, TLS and HTTPS.
- Confidential account information is not stored on the mobile device.

10. **What happens if I lose my mobile phone?**

If your mobile device is stolen, no one can access the Maybank2u mobile app without the username and password. Customer's personal account information will not be stored on the mobile after your login session, so access to account information is restricted. However, for safety, please do not save or store any personal account information or passwords in your mobile. You can still access Maybank2u mobile app via another device, as your login is based on your Maybank2u username and password. In addition you should also consider contacting your mobile service provider to have your device deactivated.

11. **Can I access Maybank2u mobile app when I'm traveling overseas?**

Yes, provided you have access to internet service on your mobile while you are overseas. You may also wish to check with your mobile service provider for the roaming charges applicable when overseas.